

## Better Jobs Ontario (BJO) Program Service Standards

### The Ministry will:

- Send applicants a confirmation email within **2** business days of receiving an application package. The email will include a summary of the next steps and ministry contact information.
- Notify applicants of the final decision within **15** business days of receiving a *fully completed* application package, as defined in “*Part 1: BJO Application Package Checklist*” of the Application Recommendation and Checklist (ARC) form.
- If an application is incomplete, the ministry may request outstanding information from the client or service provider to enable a decision.
- Delays in submitting missing information may extend the timeline and could result in the application being returned to the service provider as incomplete.
  - In such cases, the initial 15-business day service standard will end, and the timeline will restart once a completed application package, or the requested information is received.
- Render a final decision only upon receipt of a fully completed application package. The Ministry reserves the right to deny an application if the information provided is incomplete or insufficient to support a full assessment.